

Improving Access to Mainstream Services for People Experiencing Chronic Homelessness

*Olympia, Washington
Evergreen College
April 28 - 30, 2004*

Agenda

Objectives:

- To assist State and local policymakers to develop an Action Plan intended to improve access to mainstream health and human services and employment opportunities that are coordinated with housing for persons who are experiencing chronic homelessness;
- To create and/or reinforce relationships among the Governor's office, State Legislators, key program administrators, and stakeholders from the public and private sectors;
- To provide an environment conducive to the process of strategic decision-making; and
- To assist State and local policymakers in identifying issues or areas of concern that may result in a formal request for technical assistance.

Wednesday, April 28, 2004

9:00 a.m. **Registration and Continental Breakfast**

9:30 a.m. **Welcome and Opening Discussion**

- Jamie Hart, Project Director, Health Systems Research, Inc.
- Phyllis Wolfe, Center for Mental Health Services, Homeless Programs Branch, Substance Abuse and Mental Health Administration, U.S. Department of Health and Human Services
- David Wertheimer, Principal, Kelly Point Partners
- Representative Jeannie Darneille, Washington State Legislature, House of Representatives, 27th Legislative District

Introductions of State Team Members and Resource Persons

10:45 a.m. **Plenary Session One: Providing Context**

Overview of the Policy Academy Process

- Presenters: Jamie Hart, Project Director, Health Systems Research, Inc.

Discussion of Issues and Promising Practices

- Presenter: Deborah Dennis, Vice President for Technical Assistance, Policy Research Associates, Inc.

12:00 p.m. **State Team Session One: Setting the Stage**

- **Set the Stage**
 - Collaboration exercise
 - Critical questions for Washington

12:30 p.m. **Working Lunch/Plenary Session Two: Focus on Collaboration**

Involving Consumers: Why and How

- Presenter: Anitra Freeman

Developing and Implementing a Plan to Increase Access to Mainstream Services

- Presenter: Jamie Hart, Project Director, Health Systems Research, Inc.

1:30 p.m. **State Team Session Two: Developing the Vision Statement and Reality Assessment**

- **Develop Vision Statement**
 - ◆ Statement of purpose
 - ◆ Picture of Team's ideal future (independent of current reality)
 - ◆ Reference point for all future decisions
- **Develop Reality Assessment**
 - ◆ Inventory/review of: current programs/activities, key challenges, previous policy actions, current political environment
 - ◆ SWOT Analysis (strengths, weaknesses, opportunities, threats)
 - ◆ Provide context
 - ◆ Identify resources
- **Priority/Goal Setting - Identify:**
 - ◆ Gaps between the Team's vision statement and the current reality
 - ◆ Areas to focus energy and limited resources
 - ◆ Basis for planning, policymaking, and setting performance standards

4:00 p.m. **Adjourn**

Thursday, April 29, 2004

9:00 a.m. **Continental Breakfast**

9:30 a.m. **Overview of the Day**

9:45 a.m. **Plenary Session Three: Addressing Chronic Homelessness**

The Dynamics of Homelessness, and the Impact of Supportive Housing on Services Use and Costs

- Presenter: Carol Wilkins, Director, Intergovernmental Policy, Corporation for Supportive Housing

What Works: Prevention Strategies

- Presenter: Deborah Dennis, Vice President for Technical Assistance, Policy Research Associates, Inc.

What Works: Housing Strategies

- Presenter: Carol Wilkins, Director, Intergovernmental Policy, Corporation for Supportive Housing

What Works: System Change Strategies

- Presenter: David Wertheimer, Principal, Kelly Point Partners

11:15 a.m. **State Team Session Three: Completing Priority Setting and Developing Strategies**

- **Complete Priority Setting**
- **Develop Realistic Strategies/Tactical Plans**
 - ◆ Broad-ranging tactics requiring statewide or cross-agency efforts
 - ◆ Usually involves the combination of several courses of action
 - ◆ Should be directly related to Team's goals and priorities
 - ◆ Includes identifying technical assistance needs

12:30 p.m. **Break to Get Lunch**

12:45 p.m. **Working Lunch/State Team Session Four: Completing Strategies and Identifying Action Steps**

- **Complete Strategies/Tactical Plans**
- **Identify Action Steps**
 - ◆ Specific activities to be undertaken based on strategies
 - ◆ Required action from specific individual(s) or entities
 - ◆ Considerations:
 - Who is responsible for coordinating each action?
 - Who is responsible for completing each action?
 - What resources are required?
 - What is the timeline?
 - Who will be affected?

4:00 p.m. **Adjourn**

Friday, April 30, 2004

9:00 a.m. **Continental Breakfast**

9:30 a.m. **Overview of the Day**

9:45 a.m. **State Team Session Five: Completing Action Steps, Identifying Technical Assistance (TA) Needs and Identifying Next Steps**

- **Complete Action Steps**
- **TA Needs – Identify:**
 - ◆ The nature of issue(s) or the problem(s) for which TA is needed
 - ◆ The type(s) of assistance required
 - ◆ Anticipated long- or short-term goals of the TA
- **Next Steps – Identify:**
 - ◆ Plans for working as a team and maintaining momentum
 - ◆ Follow-up activities for Policy Academy
 - ◆ Next Team meeting date
 - ◆ Timeline and process for revision and submission of action plan

12:00 p.m. **Break to Get Lunch**

12:15 p.m. **Working Lunch/Plenary Session Four: Collaboration and Coordination at the Federal, State, and Local Levels**

- **Discuss Collaboration at the Federal, State, and Local Levels and Alignment of Homeless Planning Initiatives in the State**
 - ◆ Senator Debbie Regala, Washington State Legislature, 27th Legislative District
 - ◆ Paul Carlson, Regional Coordinator, Federal Interagency Council on Homelessness
 - ◆ Phyllis Wolfe, Center for Mental Health Services, Homeless Programs Branch, Substance Abuse and Mental Health Administration, U.S. Department of Health and Human Services
 - ◆ Jack Peters, Region X, U.S. Department of Housing and Urban Development
 - ◆ Chris Oliver, Homeless Coordinator, Veterans Integrated Service Network, Department of Veterans Affairs
 - ◆ W. Walter Liang, Secretary's Representative, Office of the Secretary, Department of Labor
 - ◆ Policy Academy Team Members

2:30 p.m. **Wrap-up and Evaluation**

3:00 p.m. **Adjourn**

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Sponsored by:

U.S. Department of Health and Human Services

Administration for Children and Families
The Centers for Medicare and Medicaid Services
(formerly the Health Care Financing Administration)
Health Resources and Services Administration
Office of the Assistant Secretary for Planning and Evaluation
Substance Abuse and Mental Health Services Administration

U.S. Department of Housing and Urban Development

Office of Community Planning and Development
Office of Special Needs Assistance Programs

U.S. Department of Veterans Affairs

Homeless Veterans Programs, Office of Public and Intergovernmental Affairs
Health Care for Homeless Veterans, Veterans Health Administration

U.S. Department of Labor

Employment and Training Administration
Veterans Employment and Training Service
Office of Disability and Employment Policy
Center for Faith-Based and Community Initiatives

In partnership with:

U.S. Interagency Council on Homelessness
American Public Human Services Association
Association of State and Territorial Health Officials
National Association of Alcohol and Substance Abuse Directors
National Association of County and City Health Program Directors
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